

# Process Map: Ideal State for LTC Policy Co-Design Process

## Stage A–Issue Identification and Policy Development

Step	Process
1	<p><b>Policy issue identified:</b> Multiple pathways, from evaluation/review of existing legislation or regulations, emergence of new practices in Canada or internationally, or brought to government through LTC home leadership or provincial/territorial family/resident council structure.</p> <p><i>Ensure that this process is ongoing and proactive rather than just reacting to problems, regular input from key stakeholders to identify opportunities for improvement before there is a crisis.</i></p>
2	<p>Government conducts rapid review/synthesis of existing policies and procedures, in province/territory as well as across Canada and internationally and other evidence in support of the policy issue that was identified i.e. potential practice changes.</p>
3	<p>Working group established to review the evidence and make recommendations for how to move forward. Group to be comprised of policy-makers; LTC leadership; LTC staff; patients, residents and families; and other stakeholders who will be impacted by any change.</p>
4	<p>Working group will work closely with government to understand implications and how adding/modifying policy may have implications for other policy areas. Not to be done in isolation but with the full policy picture in front of them.</p>
5	<p>Working group makes recommendation on what lever (legislation, standards, regulations etc) that government should utilize to address identified issue, and what the objectives of the policy change should be. <i>It may be possible for working group to decide that policy is not the right lever and practice improvement, or other change is the right approach to the issue that was identified.</i></p>
6	<p>Government to review existing policies to understand how recommendations impact existing legislation/regulations/standards and plan for modifications and/or removal of policies as necessary.</p>
7	<p>Feasibility assessment of the recommendation conducted by government- with input from the working group.</p>

Step	Process
8	Based on the feasibility assessment, modifications or changes are made as necessary. Working group to have input on any modifications.
9	Final confirmation of the recommendation by the working group. If policy than policy instrument and policy objectives confirmed.
10	If policy change recommended, objectives and parameters of the policy instrument are approved by the legislative policy and review committees.
11	Instructions for drafting the new policy instrument are developed: working group to review to ensure feedback from stakeholders.

## Stage B–Policy Approval

Step	Legislation	Regulations	Standards
1	Legislative council drafts new bill.	Legislative council drafts new regulation- including supportive licensing and governance.	Government department drafts standard. This process should include representatives from LTC leadership, staff and staff representatives (i.e. unions) and family/residents.
2	Review by working group to confirm that bill meets objectives and to ensure stakeholder input.	Review by working group to confirm that regulations meet objectives and to ensure stakeholder input.	New draft standard is released and public consultation/ feedback is received.
3	First reading of the bill.	Regulation is filed and published to allow for public feedback.	In addition to regular consultation from publishing, Ministry conducts outreach and consultation with representatives from LTC leadership, staff and family/ residents as identified by the working group.

Step	Legislation	Regulations	Standards
4	If necessary, the bill will go to a committee for study- this would provide another opportunity for input from key stakeholders.	In addition to regular consultation from publishing, Ministry conducts outreach and consultation with representative from LTC leadership, staff and family/ residents, unions, as identified by the working group.	Standard is finalized by government department and approved.
5	Second reading of the bill.	Regulation approved with feedback incorporated.	X
6	Committee of the Whole.	X	X
7	Third reading.	X	X
8	Passage of the bill.	X	X
9	Proclamation of the bill.	X	X

### Stage C–Pre-Implementation of Policy

Step	Process
1	Working group (including representatives from LTC leadership and residents/families discuss implementation process and necessary supports i.e. support for organizational policy, monitoring / compliance assessment process, dedicated phone numbers, communities of practice, education and training.
2	Education / training for LTC leadership and ECPS, resident/family councils (as appropriate) etc to help build support for the policy / standards / regulations (Town halls etc) and help ensure smoother implementation.

Step	Process
3	Development of communication and knowledge translation plan, including timelines and expectations, to support implementation of the new policy instrument.
4	Evaluation plan developed for the policy instrument that was selected.
5	Readiness assessments conducted by impacted homes to identify resources and supports that will be required and local barriers/enablers.
6	Government works with leadership in LTC and resident/family councils to support the development of organizational policies to support implementation of the new legislation, regulation, standards.
7	Template policies for organizations to use to help implement the policies / regulations / standards.
8	Government works with key stakeholders to develop an assessment program for new standards and/or regulations.
9	Identified implementation supports are developed in conjunction with working group and other experts.
10	Government/stakeholders to identify organizations that already exist to support implementation and help facility operators to move forward with implementation of regulations.

### Stage D–Implementation of Policy

Step	Process
1	Identified implementation supports are rolled out (e.g. community of practice to support LTC homes and avoid duplication of efforts across sites).
2	Appropriate resources (funding, policy tools and templates, training guides etc) allocated to LTC homes to help support the implementation of the policy instrument.
3	Continued education and communication efforts to support implementation.

Step	Process
4	Relevant government department / agency consults with working group at 12 months post implementation to identify any issues with implementation and any additional supports that are necessary.
5	Based on consultation, additional implementation supports are added as necessary.
6	Ongoing review and feedback opportunities from stakeholders on the new legislation/ regulation and or/standards.

### Stage E–Policy Evaluation

Step	Legislation	Regulations	Standards
1	Legislative review initiated at three years post implementation to see if legislation is meeting its objectives	Formal review of regulation initiated at three years post implementation.	Formal review of standards initiated at two years post implementation.
2	Government/agency convenes working group containing LTC leadership, staff and residents/families to help inform the review.	Government/agency convenes working group containing LTC leadership, staff and residents/families to help inform the review.	Government/agency convenes working group containing LTC leadership, staff and residents/families to help inform the review.
3	Review assigned to appropriate legislative committee for oversight.	Review published so that general public can see the results.	Review published so that general public can see the results.
4	Finalized review tabled in the legislature for discussion and input.	Actions taken on any identified issues in the review; and legislation continues in force.	Actions taken on any identified issues in the review; and legislation continues in force.

Step	Legislation	Regulations	Standards
5	Review published so that general public can see the results	If review finds the need for major reworking of the regulations, then government to strike working group to scope out how to proceed-refer back to start of policy cycle.	If review finds the need for major reworking of the standards, then government to strike working group to scope out how to proceed-refer back to start of policy cycle.
6	Actions taken on any identified issues in the review; and legislation continues in force.	Review of regulations every five years after the first review.	Review of standards every three years after the first review.
7	If review finds the need for major reworking of the legislation, then government to strike working group to scope out how to proceed-refer back to start of policy cycle.	X	X
8	Review of legislation every five years after the first review.	X	X